




Wonolo

Guide to COVID-19

Information, References & Support for Managing
Your Workforce as an Essential Business





A Letter from Our CEO

As a business operator myself, I personally empathize with you about how difficult it is to balance the need to keep workers safe while running a business during these challenging times. This is our priority and we are here to help. I want to share the steps Wonolo is taking to continue to serve businesses like yours while keeping workers and the workplace safe.

Here's What We're Doing to Keep Workers and Businesses Safe:

- **Mandatory Workplace Hygiene Protocol:** We developed and released a new Healthy Workplace Hygiene Badge on our mobile app to make sure Wonoloers understand what they must do to keep themselves and your business safe. We have earmarked this as a mandatory requirement - i.e., unless you'd like it switched off, all Wonoloers will have to earn this badge prior to accepting any jobs you post.
- **Flex Time Off:** We have expanded and made retroactive our paid Flex Time Off program. This program allows Wonoloers to avoid choosing between their health or their earnings by giving them the time they need to go to the doctor or stay at home if they are feeling ill.
- **COVID-19 Coverage:** We will pay Wonoloers for up to 14 days of quarantine if they have COVID-19 to encourage them to stay home.
- **Prevention:** Once we learn that a Wonoloer has a COVID-19 diagnosis, we will prevent that Wonoloer from accepting jobs on Wonolo and inform all businesses the Wonoloer has worked for in the past two weeks.
- **Real-Time Information Sharing:** We are regularly sharing with Wonoloers the latest information from the CDC and other government agencies. And we are monitoring shelter-in-place orders and will work with businesses like yours to comply with those orders.

We'd Like Your Help

- Please let us know if you have any concerns about a Wonoloer who you suspect is sick or not following proper hygiene guidelines.
- Please enact social distancing standards per the guidance of the CDC.
- Keep work stations clean and sanitized and have appropriate supplies available. If you don't have proper supplies, please let us know and we'll try to help you locate supplies.

My team and I will continue to keep you updated. We welcome your feedback and thank you for your continued trust in Wonolo.

Yong Kim, CEO and Cofounder, Wonolo



Healthy Workplace Hygiene Badge

The [Healthy Workplace Hygiene Badge](#) is a new feature that requires Wonoloers to take a health quiz prior to accepting a job on the Wonolo platform. The quiz follows the latest guidelines from the Center for Disease Control and Prevention (CDC) and shares tips for washing your hands, what to do if you have symptoms, and where to turn for more information.

Quiz questions include:

- What you need to know about COVID-19
- How it spreads
- How to protect yourself & others
- Symptoms of COVID-19
- What to do if you think you're sick
- When to discontinue home isolation
- Wonolo's policy to COVID-19
- Additional resource links from the CDC

Unless you'd prefer this feature to be turned off, this is now a mandatory requirement for all Wonoloers to protect the wellbeing of your workers and business.



Health Screening Protocols

More and more authorities at the local and state level are implementing worker screenings for COVID-19 as a requirement for essential businesses to operate. Below is a list of guidelines compiled from these recent regulations to help prevent the spread and keep your workers safe. *Note: these regulations might differ at a local level. Be sure to fully understand any additional or differential restrictions and best practices before implementing your plan of action.*

Conduct Daily Screenings for Symptoms

- Temperature Checks: use a touchless thermometer to screen employees before work. Send anyone home with a temperature above 100.4 degrees Fahrenheit.
- Ask workers if they have been experiencing [additional](#) symptoms such as cough, shortness of breath, sore throat, diarrhea.

Additional Questions to Screen Workers for:

- Have you traveled internationally or domestically in the last 14 days?
- Have you had any close contact in the last 14 days with someone with a diagnosis of COVID-19?

Plan of Action

If a worker exhibits any symptoms, or has answered yes to the additional screening questions, do not let the worker enter the site. Instead, the [CDC recommends](#) that they should self-quarantine for:

- A minimum of 7 days since symptoms first appeared and 3 days after symptoms ceased
- 14 days following close contact with an individual diagnosed with COVID-19
- 14 days following domestic or international travel

To ensure compliance with these regulations, businesses should also consider:

- Having a documented plan to adhere to social distancing protocols (6 feet of space between workers)
- Publishing these measures at the entrance of the facilities to notify workers and authorities

Sources:

<https://www.clickondetroit.com/news/local/2020/03/27/wayne-county-orders-covid-19-screenings-for-essential-business-employees-childcare-workers/>

<https://www.fox2detroit.com/news/oakland-county-issues-new-health-order-for-essential-businesses-to-screen-employees>

<https://dailyemphian.com/article/12298/fedex-adds-temperature-screening-to-covid-19>

<https://sf.gov/coronavirus-safety-essential-businesses>

Best Practices for Worker Safety

The health and safety of your workers is, and will always be, a top concern for us here at Wonolo. To support you in your efforts to protect your workforce as you continue meeting demand, we've compiled a list of best practices from OSHA and the CDC for your reference below.



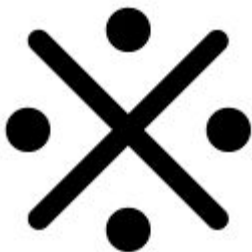
Sanitize Work Stations

Disinfect workstations and common areas on a regular basis. Otherwise, COVID-19 can live on surfaces for up to three days without intervention.



Offer Gloves & Masks

We recommend offering workers medically approved supplies such as gloves or masks to ensure they feel comfortable and protected while at work.



Distance Workers

When possible, follow the CDC's recommended protocols for social distancing. Avoid close groups of 10 or more people and space people at least 6 feet away from each during overlapping shifts.



Safety Associate Job Template

A number of companies are currently hiring Wonoloers to act as Safety Associates to help prevent the spread of COVID-19 at work sites. Below is a sample job description for a "Safety Team Support Associate". For ease of use, you can find an editable template for this letter in our [COVID-19 Requestor Dashboard](#).

[SAMPLE JOB DESCRIPTION] Safety Team Support Associate

Job Responsibilities:

- As a safety team support associate you will be stationed outside of the facility for the extent of your shift.
- You'll be given a [laminated list of questions](#) that you are to ask each worker as they arrive (while standing more than 6 feet from the person)
- The bulk of the work will be during the first hour and a half of your shift and then it'll be slower the rest of the time.
- If the worker you are questioning answers "Yes" to any of the questions, you will calmly notify the supervisor who will take it from there.
- If the worker says "No" to all the questions, you can instruct the person to move on to the second stage which is a temperature check that will be handled by our internal safety team.

Things to Know:

- Looking for Wonoloers looking for consistent work
- You will be working outside of our facility. Please dress appropriately for the day's weather.
- Please bring any personal protection equipment (PPE) you may have to use during your shift, including face masks and gloves.
- During the extent of your shift you will be asked to always be more than 6 feet away from the person you are questioning.



Sample Health Questionnaire

Below is a sample questionnaire you can use to screen workers before entering your facility. For ease of use, you can find an editable template in our [COVID-19 Requestor Dashboard](#).

Safety Associate: Please read the following information to the job site visitor:

Every person entering this site is required to understand and verbally answer the below questions regarding the current COVID-19 outbreak. Collected data is only used for the purpose of ensuring the safety and health of everyone at the workplace and will be kept confidential and never shared with third parties. Participation in this questionnaire is voluntary, but not participating may result in being dismissed from this job site. This questionnaire is not an indicator of a good bill of health or lack of infection.

[COMPANY NAME] requires that any person that has traveled to/from (or has had close physical contact with persons who have recently traveled to/from) high risk areas, including mainland China, Hong Kong, Italy, Iran, Japan or Korea, to declare this and answer any other relevant questions.

Today's Date:			
Full Name			
Company			
Position			
Visitor Type (Circle One)	Existing Employee	Return from Vacation/Travel	New Employee
	External Visitor	Return from Sickness	

1	<p>Have you recently traveled to (or transited through) China, Italy, Iran, Japan or Korea in the last 14 days?</p> <p>If yes, which area of the countries did you visit?</p> <p>How long were you in each area?</p>	YES / NO
2	<p>Have you recently visited, travelled or worked in any other countries abroad in the last 14 days?</p> <p>If yes, please list all countries you transited through, including airports.</p>	YES / NO



3	At present, or in the last 14 days, have you suffered from any of the following ailments: <ul style="list-style-type: none">• Fever above 100.4 degrees• Dry cough• Shortness of breath or other breathing difficulties	YES / NO
4	Have you been in contact with any individuals who: <ul style="list-style-type: none">• Are diagnosed with or suspected to have COVID-19?• Have traveled to high risk areas such as China, Italy, Iran, Japan or Korea in the past 14 days?	YES / NO YES / NO

Safety Associate: Please read the following to the visitor.

By verbally stating "I agree", you are agreeing that you are aware and understand the health risks of potentially spreading the Coronavirus to others. You also agree to report any future symptoms and medical diagnosis (including recommencing work after sickness or traveling abroad). You understand that you may face work restrictions or exclusions resulting from any future symptoms or any diagnosis of any transmissible diseases.

Please wait for a verbal "I agree". Safety Associate Name: _____

Any 'Yes' answer will require an assessment of their suitability to visit the site and the office area.

A Quality / Senior Manager needs to approve this questionnaire before entering the facility.

Approved by: _____

Space for additional comments of person completing this questionnaire:



For Internal Management completion only

The following should be completed if access is not granted. Detail the actions taken, day and time (refer to people access controls).

Manager Name: _____ Date: _____

Signature: _____ Time: _____



Certification of Work Letter

This Letter is a sample template you can customize to provide your workforce proof that they are working for an essential business. We highly recommend taking this step if your business is located in an area that is under a shelter in place order or other quarantine restrictions. For ease of use, you can find an editable template for this letter in our [COVID-19 Requestor Dashboard](#).

To: Local Law Enforcement / Government Official / Business Owner
From: Wonolo

This confirms that the worker carrying this is performing essential work, consistent with federal and state authorities, during the COVID-19 pandemic.

It's critical that this worker complete the jobs they've accepted. This Wonoloer has accepted a job that includes obligations that extend past the normal population and workers who have accepted certain jobs on our platform need to be able to travel to and from businesses to ensure essential services are completed.

To verify the company the carrier of this letter is performing work for, please ask them to open their Wonolo mobile app and show the main home screen. Any active job(s) should be displayed on the home screen, with a button that allows you to click into the job description. You may verify the client company and industry via this information.

Some of the industries Wonolo contractors may perform work for include:

- Food Processing, Prep & Delivery
- Cleaning & Sanitation
- Critical Retail Services (Grocery Stores, Discount Stores & Big Box Stores)
- Healthcare & Public Health
- Critical Manufacturing, Warehousing & Distribution
- Transportation Services

To confirm whether or not the carrier of this letter was scheduled to work during the time of your interaction, you may contact Wonolo at support@wonolo.com.

Thank you,

Wonolo Inc.

Attracting In-Demand Workers

One of the unanticipated side effects of COVID-19 is the rising demand for qualified, local workers in your industry. As always, we're here to help! Below are some best practices to attract workers if your company needs workers now.



Share Safety Protocols

Include any health & safety protocols that you have adapted for COVID-19 directly within your job post. Wonoloers feel more comfortable accepting jobs when they know the company takes steps to protect their health.



Meet the Living Wage

A timeless tactic to attract workers is to increase wages. We suggest offering compensation in line with the [Living Wage](#), or the minimum income rate necessary for a worker to meet their basic needs.



Increase Lead Time

If you're struggling to fill your shifts, increase the lead time on your job. A best practice is to post your job at least a week in advance to give Wonoloers time to plan out their work schedule.



Using Preferred Teams for COVID-19

The Preferred Teams feature within the Wonolo platform allows you to easily organize Wonoloers into a group for future jobs. As you take extra precautions to protect the health and safety of your workers, we recommend adding healthy Wonoloers, or ones that have already completed the [Healthy Workplace Hygiene Badge](#), to a Preferred Team within your account. This will enable you to easily invite healthy workers with the touch of a button.

1

Create a Team

From your dashboard, navigate to your [Workforce](#) tab in the left-hand navigation menu and click [Teams](#). Choose [New Team](#) in the top left corner of the page and name your team.

2

Add Wonoloers

After naming your list, [Add Wonoloers](#) from the populated list of your previous workers. You can select as many Wonoloers as you'd like to be a part of your new team.

3

Post a Job

You can use teams when you [select Preferred Wonoloers](#) for a job. When posting a new job, select the Preferred Wonoloers option and you'll be prompted to add your new team.



How to Post a Multi-Day Job

The Multi-Day Job post is a key feature you should leverage if your business needs workers during COVID-19. Posting a Multi-Day job allows Wonoloers to lock into multiple shifts at once and saves time compared to reposting the same job for different time slots. Use this feature along with [Preferred Teams](#) to ensure a steady supply of healthy Wonoloers during times of high demand.

1

Create a Job Post

From your dashboard, navigate to the [New Job](#) tab in the left-hand navigation menu. [Create a New Job](#) or [Post from a Template](#) and fill in your job information, along with any outlines for safety requirements/regulations.

2

Add Repeating Occurrences

To set up Multi-Day Job Posts, choose [Repeating Occurrences](#) in the Time & Wonoloers section of the job post. This will open up the selector for a daily or weekly recurring job.

3

Set Schedule & Wonoloers

[Choose Daily](#) if you'd like your job to run every day for a week. [Choose Weekly](#) when you'd like to have a job run select days during the week (for example, Monday - Wednesday - Friday) for a certain amount of weeks. Check the [Same Wonoloers Checkbox](#) if you'd like to keep the same Wonoloer's for every shift.



How to Bulk Rate Wonoloers

The Bulk Rating feature on Wonolo comes in handy when you want to quickly rate your group of workers at once. Since rating a Wonoloer is your last step towards finalizing a job, use this feature during times of high volume posting to effortlessly close out your jobs.

1

Find Your Job

From your dashboard, navigate to the [Jobs](#) tab in the left-hand navigation menu. Select [To Rate](#) from the dropdown menu and find a job that has multiple Wonoloers to rate.

2

Bulk Rate Wonoloers

Click the [Bulk Rate](#) option on the top right-hand corner of the job box. Select your rating on a scale of 1-5 stars. *Note: that this option only displays if there are multiple Wonoloers to rate for that job.*

3

Adjust Ratings

Before you close out the bulk rating feature, you have the opportunity to adjust ratings for Wonoloers on a one-by-one basis. Simply scroll to the Wonoloer and adjust their rating using the star slider on the right-hand side. Hit [Approve All Checked Jobs](#) to finalize your ratings.



References & Support

Wonolo Customer Support

Please reach out to your Key Account Manager or Customer Success Associate if you have any urgent needs regarding COVID-19.

[Requestor Resources for COVID-19](#)

E. businesssupport@wonolo.com

Blog Articles & Additional Information

We've compiled additional resources to help you navigate your business and workforce during this uncertain time.

[6 Ways to Get Ready for Coronavirus](#)

[Prepare Your Supply Chain for COVID-19](#)

[What We're Doing in Response to Coronavirus \(COVID-19\)](#)

[Supporting Your Workforce in the time of COVID-19](#)

CDC & OSHA Resources

The following are quick links to resources and guides from the Centers for Disease Control and Prevention and the Occupational Health and Safety Administration.

[Guidance on Preparing Workplaces for COVID-19 \(OSHA\)](#)

[Disinfecting Your Facility if Someone is Sick \(CDC\)](#)

[Workplace Posters & Guidelines for COVID-19 \(CDC\)](#)



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